

REQUEST FOR PROPOSAL

Addendum # 1



Department Of Executive Services
Finance and Business Operations Division
Procurement and Contract Services Section
206-684-1681 TTY RELAY: 711

DATE ISSUED: June 14, 2004

RFP Title:	Intralata, Interlata and International Long Distance and 800 Telephone Services
Requesting Dept./ Div.:	King County Department of Executive Services – ITS
RFP Number:	126-04CMB
Due Date:	June 22, 2004 - 2:00 P.M.
Buyer:	Cathy M. Betts, cathy.betts@metrokc.gov , (206) 263-4266

This addendum is issued to revised the original Request for Proposal, dated May 20, 2004 as follows:

1. The proposal opening date remains the same: Tuesday, June 22, 2004 no later than 2:00 p.m. exactly.

The following changes are made to the RFP Document

1. In Section II, "Project Specifications and Scope of Work" revise sub-section 2.13 to include new Item 13, as follows:

13. All respondents must provide 5 copies of the billing format being proposed. This will be in a CD or paper format for review by the panel.

2. In Section VIII, "Bid Proposal Checklist", add as new sub-item F:

F. Submit 1 original and 5 copies of billing format. (CD or paper format)

(continued on page 2)

TO BE ELIGIBLE FOR AWARD OF A CONTRACT, THIS ADDEMDUM MUST BE SIGNED AND SUBMITTED TO KING COUNTY

Sealed proposals will only be received by:

King County Procurement Services Section, Exchange Building, 8th floor, 821 Second Avenue, Seattle, WA 98104-1598. Office hours: 8:00 a.m. - 5:00 p.m., Monday - Friday

Company Name

Address		City / State / Postal Code
Signature	Authorized Representative/Title	
Email	Phone	Fax

This Request for Proposal – Addendum will be provided in alternative formats such as Braille, large print, audiocassette or computer disk for individuals with disabilities upon request.

The following information is provided in response to questions received:

Q1: In your rate table, I do not see if you are looking for switched or dedicated rates. Please clarify.

A1: The requirement is: dedicated service

Q2: Is there a place where we can show you our dedicated rates? Can we show it in same table?

A2: Since dedicated is required, use the same table.

Q3: Should we presume on the Directory Assistance calls that they are interstate or intrastate Washington directory assistance? Or provide both?

A3: The directory is both interstate and intrastate.

Q4: On attachment B it appears that you want the rates put into the charts. How do you want the Annual Cost calculated at the bottom of the page (it says to add all the line items above) but the line items appear to be for rates? Is the Annual cost just for the International section and the x2740, x400, x100, (etc.) in the International list by city/country the annual minutes?

A4: Total for the annual should be for both domestic and international. Annual totals will be separate from domestic and International.

Q5: Attachment B 800 service - should we assume that the rates are for dedicated 800 service for the Seattle, WA location?

A5: Seattle is the location for the 800 service. Local calls should receive recording informing the caller it is local call, provide the number and block 800 call..

Q6: Would the County entertain different invoice dates besides the 28th of each month (ex. First of month through end of month, etc.)?

A6: The dates must be consistent every month. The first of the month through end of month is acceptable.

Q7: Would the County allow Usage billed in arrears available 15-20 days after end of usage period?

A7: We are assuming this question is asking if we will accept 2nd invoice for calls in arrears for 15-20 days. We will accept calls billed in arrears, however, on the next month invoice, not a second invoice.

Q8: Please clarify how the FTP folder would be used by the County.

Q8a: Disaster Recover/Interruption of Service: Can vendor utilize a SLA system that is progressive? Example: If a dedicated circuit doesn't meet availability requirements, a 15% penalty is assessed for the first month. If the same issue happens the second month, a 25% penalty is assessed. If the same issue happens a third month, a 50% penalty is assessed. Any single outage over 12 hours would be assessed a 100% penalty. All penalties are based on the MRC. At no time would a SLA penalty exceed the MRC for the said circuit.

A8a: The file will be accessed by designated King County individuals to review bills, rolled up reports for County use, etc. The proposer can offer a progressive SLA in the response

Q8b: Installation Dates: In regards to the installation time frames, is the County looking for dedicated and switched services to be installed in 5 days? Would the County be agreeable to install switched type

services in 5 business days, and all dedicated services in 15 business days? Calling cards would be excluded from the above SLA's.

A8b: Orders requesting dedicated facilities will be accepted within 15 working days, other orders must be within 5 working days example; number change, disconnect, new number, new calling card etc.

Q8c: Security from Unauthorized use: Who currently manages the PBX's for the County? Vendor requires further details and clarification around this area to better understand the current environment. Is it a firm requirement to comply with the statement of: "In the event of any dispute as to cause or responsibility hereunder, the burden shall be upon the proposer to prove, by a preponderance of the evidence, it is not at fault".

A8c: Presently the NEC platform is supported by Verizon, the Nortel and Centrex platform is supported by Qwest. The Telecom Specialists also perform software changes on the systems.

Q8d: Corrective Action: In many instances, issues can't be resolved in 10 days. What if there is a scenario in which it takes longer than 10 business days to verify resolution and the County doesn't agree with the corrective action. Hence, billing adjustments, implementation of new services, etc.?

A8d: If there is no resolution within 10 days or if King County disagrees with resolution, the Billing and Telecom Mangers will become involved and potentially the ITS Contract person for resolution.

Q9: Maintenance of Records/Audits: Would the customer consider maintaining records 2 years after completion of work or termination of contract?

A9: There is a King County Ordinance requiring records be kept within our Finance Department for 6 years after completion of contract and within ITS for 2 years after completion.

Q10: Can the minutes of usage on page 15 of the RFP be broken down into inbound and outbound categories?

A10: Minutes of usage on page 15 reflect inbound and outbound minutes. The 800-service is inbound only, as explained in the RFP and minutes are provided. The long distance is presently carried by SCAN, so are all outbound.

Q11: At the RFP meeting, it was stated that the toll free numbers point to a group of local Centrex lines. Are those Centrex lines switched service?

A11: The pointing of an 800 number to a Centrex line is a software issue. No difference than pointing to a POTS.